

**SSI Milwaukee County Advisory Committee
Consumer Rights and Enrollment Workgroup
September 8, 2004 Meeting Summary**

Organizations Represented:

Milwaukee County Department on Aging
Wisconsin Coalition for Advocacy
TMG
Independence First
Transitional Living Services
Mental Health Association
Independence First
Consumer Satisfaction Team
iCare
iCare
Warmline, Inc.
Managed Health Services

Representatives:

Chester Kuzminski
Peter Hoeffel
Tom Lawless
Alie Kriofske
Amy Dodge
Julie Rothwell
Karen Avery
Janet Malmon
Martha Lundin
Joyce Binder
Lyn Malofsky
Heidi Evans

Staff: Jim Hennen, Department of Health and Family Services, Southeast Region Office; Alice Mirk, Division of Disability and Elder Services; Janice Sieber, Division of Health Care Financing

1. Janice Sieber and Alice Mirk, staff co-chairs for the Consumer Rights and Enrollment Workgroup, welcomed participants, circulated the sign in sheet and reviewed the workgroup's goal statement and expected work products.
2. Janice Sieber distributed packets including resource documents for the workgroup's four expected work products: Grievance Procedures, MCO Advocate and Ombudsmen Guidelines, Enrollment and Informing Materials, and the Enrollment Process and Who Will Be Served.
3. Janice Sieber presented an overview of the federal requirements for managed care grievance procedures, described the current grievance process for Family Medicaid and BadgerCare enrollees, and explained the contract requirements for the HMOs' internal Advocates and the HMO Ombudsmen Program.
4. Alice Mirk led a discussion of the issues that will need to be considered in developing grievance procedures and an enrollee advocacy program for the SSI Medicaid Managed Care Program. Workgroup members provided a number of suggestions to provide an effective enrollee grievance and advocacy program.
5. The workgroup will meet next on September 20, 2004 to finalize recommendations for grievance procedures and enrollee advocacy, and to begin discussion of enrollee informing materials and the enrollment process.
6. The workgroup meeting was adjourned at 12:00 p.m. to reconvene the Advisory Committee meeting.

Respectfully submitted,

Alice Mirk
Janice Sieber
Consumer Rights and Enrollment Workgroup Co-Chairs